

Description of Training & Other Services

Civil Service Reform

Leading & Adapting to Change

Available Now

- **Practical courses** for leading & dealing with change:

Training for those leading change in the workplace & reducing staff resistance to change:
 - Understanding change dynamics in organizations; role of those leading change
 - What to expect when leading change efforts & why
 - Most important “do’s & don’ts”
 - Common symptoms of resistance
 - Tips on how leaders can reduce resistance
Training for employees on their role in our changing workplace:
 - How workplace change affects people
 - Adapting to new roles & new ways of doing business
 - How to cope with ambiguity
- **Access to DOP’s Employee Advisory Service (EAS)** for short (1 hour) **presentation** on effect of workplace changes on employees. Two versions: one for managers, one for staff. DOP Contact: Jan Paul 206.281.6315
- Immediate **access to experienced consultants** in all aspects of planning, leading & adapting to change; includes help with reorganizations & leadership transitions. **Customized help** based on your unique situation & outcomes wanted. DOP Contact: Bev Tafoya 360.664.1947

What’s Planned

- **Addition of 2 more courses** – one for managers, one for employees Summer 2004
- Some **existing courses modified to include overview of WA Works changes** Spring 2004

Performance Management

Getting Ready for a Performance Management Culture

Available Now

- **Practical comprehensive courses*** based on current “best practices”:
 - What performance management is & why it’s important, key components
 - How to create a performance based culture; why it’s often overlooked & why you shouldn’t
 - Most important “do’s & don’t s”
 - Common hurdles & how to overcome
- “Hands on” **workshops* on individual PM components**. Includes practical tips for handling common situations that supervisors & managers often find challenging:
 - How to set clear expectations & monitor staff performance
 - Importance of ongoing, constructive feedback & coaching; how to do effectively
 - Recognizing & rewarding your staff
 - How to prepare for performance appraisal discussions & why that’s important
 - How to deal with problem behaviors & poor performance

Have DOP tailor a workshop to your unique needs!

- Immediate **access to experienced consultants** in all areas of performance management **for customized help** with your unique objectives & situations. DOP Contact: Bev Tafoya
360.664.1947

What’s Planned

- **Addition of executive overview** Spring 2004
- Some **existing courses modified to include overview of WA Works changes** Spring 2004

*** See WA Works course list for specifics**

Performance Management

New Performance & Development Plan (PDP)

Available Now

What's Planned

- **New form called PDP** (Performance & Development Plan) will replace EDPP & MDPP
Available for optional use Spring 2004
- **Workshop to help transition to using new PDP form** Spring 2004
 - Will cover how & why form is different, tips on how to use effectively
- **Online user guide** Spring 2004
- **"Train the Trainer"** sessions Spring 2004

Performance Management

Performance Confirmation Process, Requirements, and Tools*

- **Description of overall program** & how it works

* Agencies that choose to use performance as a factor in pay and/or layoff are required to first receive Performance Management Confirmation.

- **General training** on confirmation process, guidelines & criteria Spring 2004
- **Training** on performance confirmation specifics** & new tools (required for those who want to use performance as a factor in pay and/or layoff):
 - Conditions for using performance pay, how to's & specific performance pay practices
 - How to use performance as a factor in RIF, practical tips.
 - Includes how to's on new & easy-to-use tools (Performance Factor Supplements) to simplify your performance-based decisions

**Date TBD

Performance Management

New Performance Management & Disciplinary Rules

- **Training on new performance management & disciplinary rules** TBD 2005

Will cover:

- Philosophy behind new rules, how they're different, how & when to apply
- New approaches to discipline – how to's & "best practices"

Job Classification & Compensation

New Position Description Form (replaces CQ form)

Available Now

- New form available for optional use

What's Planned

- **Orientation for HR Managers** to cover approach used, what new PDF form replaces & why, tips on how to use effectively Feb. 2004
- **Online user guide** Spring 2004

Job Classification & Compensation

New Classification & Compensation System and Rules

- Program description and draft rules available now
- Job specifications posted from now through June 2004

- **Training on new classification & compensation system** Winter 2005
 - Will cover how new system is structured, new rules, how & when to use, performance-based compensation

Job Classification & Compensation

Job Assessment Method

- **Training on how to use** this tool in compensation decisions Winter 2005

Job Competencies

- **Training on how job competencies "fit" in new personnel system**, how to develop & apply competencies Spring 2004

Recruiting & Selecting Staff, Appointments, & Affirmative Action

- Description of program

- **Training on new recruitment & selection system** TBD 2004
 - What's different & why, new rules, how & when to apply
 - How to analyze & categorize positions in new system
 - Position-based & on-line recruiting – how to's & best practices

Layoff	
<p>Available Now</p> <ul style="list-style-type: none"> ■ Overview of how to factor performance in layoff decisions 	<p>What's Planned</p> <ul style="list-style-type: none"> ■ Training on new layoff provisions TBD 2005 <ul style="list-style-type: none"> • What's different & why, new rules & how to apply • How to use performance as a factor in RIFs
Appeals	
	<ul style="list-style-type: none"> ■ Training on new appeals rules & process, how & when to use TBD 2005
Labor Relations	
Getting Ready	
<ul style="list-style-type: none"> ■ Information session on labor relations basics* as they apply to our state & the Personnel System Reform Act of 2002. "Demystifies" many common questions about collective bargaining provisions & commonly used terms: <ul style="list-style-type: none"> • Overview of collective bargaining & other labor relations portions of the bill & how they all "connect" • OFM's role; intended workings of master & supplemental agreements • What ULPs are; why they are important • Major "do's & don'ts" of agency response to union organizing • PERC basics – its function, when & how to involve it <p><i>* Developed in collaboration with OFM's Labor Relations Office</i></p>	<ul style="list-style-type: none"> ■ Additional information sessions as/if requested by agencies ■ Access to labor relations specialists
Implementation of Collective Bargaining Agreements	
	<ul style="list-style-type: none"> ■ Training on managing in a labor environment TBD by Labor Relations Office ■ Training on provisions of negotiated agreements Spring 2005 TBD by Labor Relations Office

Competitive Contracting

Getting Ready

Available Now

- **Immediate access to specialists** in evaluating & analyzing current processes and in evaluating & implementing new ways of delivering services.
GA Contact: Steve Lovaas, 360.902.7368

What's Planned

- **Training on thinking competitively*** Spring 2004
 - How to analyze your current business processes
 - Best practices when considering ways to improve/change service delivery
 - How to determine your current cost of doing business
 - Best practices when developing & monitoring performance

Implementation

- **Workshop(s) on Competitive Contracting A-Z*** Fall 2004
 - New rules & philosophy behind rules, when effective, & how to apply
 - Contract management & monitoring
- **Training on Employee Bargaining Units (EBUs)*** Spring 2005
 - Forming employee bargaining units (EBUs)
 - Competitive bidding process & how to develop & evaluate bids

*** Note: Collaborative effort with GA, OFM, & DOP**

New HR Management Information System (HRMS)

Getting Ready

Available Now

- **Workshops with Change Agents** to review tools & templates available for preparing to implement HRMS in your agency
- **"Readiness Coaches" for Change Agents** for immediate help in all aspects of preparing for new HRMS. Hotline number: 360.664.6757

What's Planned

- Handbook to help HR professionals define what new roles & duties are needed given new HRMS
Fall 2004

Implementation *1st System Release*

- **Extensive training for system users** involved in payroll & personnel information Oct. 2004 – Feb. 2005

Implementation *2nd System Release*

- **Extensive training for system users** involved in on-line recruiting, performance management, training registration, self-service reports
Aug. – Oct. 2005

For More Information, Contact Us!



For information on training & consulting services:

Visit <http://hr.dop.wa.gov/training>

Call 360.664.1921

E-mail traininginfo@dop.wa.gov



For information on the Personnel System Reform Act of 2002 and key components of Washington Works:
go to <http://washingtonworks.wa.gov>